To:

Specialized
   Medical Vehicle
   Providers

HMOs and Other
   Managed Care
   Programs

Changes to STAT-PA for specialized medical vehicle services as a result of HIPAA

This *Wisconsin Medicaid and BadgerCare Update* introduces changes to the Wisconsin Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) system for specialized medical vehicle (SMV) services as a result of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Changes to the STAT-PA system

This *Wisconsin Medicaid and BadgerCare Update* introduces changes to the Wisconsin Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) system for specialized medical vehicle services as a result of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA). These changes include:

- Revising the STAT-PA Specialized Medical Vehicle Worksheet and instructions.
- Eliminating the personal computer software for submitting STAT-PA requests.

Revisions made to the STAT-PA Specialized Medical Vehicle Worksheet

Revisions made to the STAT-PA Specialized Medical Vehicle Worksheet include the following:

- A type of service code is no longer required.
- The place of service codes have been revised.

- The local procedure code has been replaced by a nationally recognized procedure code.
- The local diagnosis code has been replaced by a nationally recognized diagnosis code.
- A modifier is no longer required.

The revised STAT-PA Specialized Medical Vehicle Worksheet, HCF 11053, dated 08/03, and instructions are included as Attachments 1 and 2 of this *Update.*

Personal computer software no longer available

Since personal computer software is no longer available, the option allowing providers to submit STAT-PA requests via personal computer will no longer be available. Providers can continue to communicate with the STAT-PA system using a touch-tone telephone keypad, or by calling a STAT-PA help desk correspondent.

Implementation dates

The following implementation dates will be used for STAT-PA:

- October 10, 2003 — The last day providers may use personal computer software to submit STAT-PA requests. Providers may use personal care software to submit STAT-PA requests until 11:45 p.m.

- October 11-12, 2003 — The STAT-PA system will be unavailable.
- October 13, 2003 — Providers should begin using the revised Specialized Medical Vehicle STAT-PA Worksheet and instructions.

Note: A STAT-PA request may normally be backdated up to four calendar days; however, for STAT-PA requests submitted on October 13 and 14, 2003, the earliest grant date providers can request is October 11, 2003, due to HIPAA implementation. If providers need backdating during this time, they should submit a paper PA request. Refer to the August 2003 *Update* (2003-127), titled "Effective dates for claims submission and prior authorization changes as a result of HIPAA for specialized medical vehicle services," for paper PA submission.

When possible, providers are encouraged to submit their PAs to Wisconsin Medicaid prior to October 1, 2003, and to avoid submitting them between October 1 and October 10, 2003.

Information regarding Medicaid HMOs

This *Update* contains Medicaid fee-for-service policy and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care HIPAA-related changes, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at *www.dhfs.state.wi.us/medicaid/*.

ATTACHMENT 1
STAT-PA Specialized Medical Vehicle Worksheet Instructions

(The "STAT-PA Specialized Medical Vehicle Worksheet Instructions" are located on the following pages.)

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WISCONSIN MEDICAID
STAT-PA SPECIALIZED MEDICAL VEHICLE WORKSHEET INSTRUCTIONS

Wisconsin Medicaid requires information to enable Medicaid to authorize and pay for medical services provided to eligible recipients.

Under s. 49.45(4), Wis. Stats., personally identifiable information about Medicaid applicants and recipients is confidential and is used for purposes directly related to Medicaid administration such as determining eligibility of the applicant, processing prior authorization (PA) requests, or processing provider claims for reimbursement.

The STAT-PA Specialized Medical Vehicle Worksheet is not a required worksheet for documenting the information needed to request PA for specialized medical vehicle transportation.

The Wisconsin Specialized Transmission Approval Technology-PA (STAT-PA) system is an electronic PA system that allows Medicaid-certified providers to receive PA electronically rather than by mail or fax. Providers answer a series of questions and receive an immediate response of an approved or returned PA.

Providers communicate with the Wisconsin STAT-PA system by entering requested information on a touch-tone telephone keypad or by calling a STAT-PA help desk correspondent. Providers must have their eight-digit Medicaid provider number to access the Wisconsin STAT-PA system.

The Wisconsin STAT-PA system is available by calling one of the following telephone numbers:
- **Touch-Tone Telephone**
  (800) 947-1197
  (608) 221-2096
  Available from 8:00 a.m. to 11:45 p.m., seven days a week.
- **Help Desk**
  (800) 947-1197 and press "0"
  (608) 221-2096 and press "0"
  Available from 8:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays.

REQUIRED INFORMATION
All providers using STAT-PA are required to provide the following information:
- Eight-digit Medicaid provider number.
- Recipient's 10-digit Medicaid identification number.
- Procedure code of service requested.
- Diagnosis code.
- Two-digit place of service (POS) code.
- Requested grant date or date of service (DOS).
- Number of days allowed by prescription.

Refer to the STAT-PA Specialized Medical Vehicle Worksheet for documenting the information needed to request PA for SMV transportation.

HOW TO USE WISCONSIN STAT-PA
1. Complete the STAT-PA Specialized Medical Vehicle Worksheet.
2. Select mode of transmission (touch-tone telephone or help desk).

TOUCH-TONE TELEPHONE REQUESTS
To use a touch-tone telephone to submit a PA request:
1. Call (800) 947-1197 or (608) 221-2096. This connects the provider directly with the STAT-PA system.
2. When the system answers, it will ask a series of questions that providers answer by entering the information on the telephone keypad. The STAT-PA Specialized Medical Vehicle Worksheet gives the information needed in the order it is requested by the STAT-PA system.

Note: When using a touch-tone telephone to enter the Medicaid provider number, recipient identification number, procedure code, diagnosis code, POS code, requested first DOS, and quantity, always press the pound (#) key to mark the end of the data just entered. The pound (#) key signals the system that the provider has finished entering the data requested and ensures the quickest response from the system.

Providers may be asked to enter alphabetic data, which can be entered by using the asterisk (*) key. For example, a provider is asked to enter a procedure code, such as S0209. The first character is an alpha character; therefore, the provider presses the single asterisk (*) followed by the two digits that indicate the letter. The first digit is the number on the keypad where the letter is located, and the second digit is the position of the letter on that key.

For example: Procedure code S0209 should be entered as *73 0 2 0 9.

Alphabet Key:

A = *21	G = *41	M = *61	S = *73	Y = *93
B = *22	H = *42	N = *62	T = *81	Z = *12
C = *23	I = *43	O = *63	U = *82	
D = *31	J = *51	P = *71	V = *83	
E = *32	K = *52	Q = *11	W = *91	
F = *33	L = *53	R = *72	X = *92	

3. Once all data have been entered completely, STAT-PA begins to process the information and, in minutes, indicates the PA number and, if approved, the authorized level of service.

Once familiar with the STAT-PA system, providers may enter the PA information in the designated order immediately — there is no need to wait for the full voice prompt. Providers may key information at any time, even when the system is relaying information. The system automatically proceeds to the next function.

STAT-PA HELP DESK REQUESTS
Providers who do not have a touch-tone telephone may call the STAT-PA help desk. The help desk correspondent accesses STAT-PA and enters the required data requested from the provider. For the help desk, call (800) 947-1197 and press option "0," or call (608) 221-2096 and press option "0."

The STAT-PA help desk is available to all providers using STAT-PA. Providers may use the help desk to report difficulties with the system.

DOCUMENTATION INFORMATION
Providers are required to retain the assigned PA number for:
*   Use in claims submission, if approved.
*   Submission of a paper PA request when more clinical documentation is needed.

Providers must maintain all documentation that supports medical necessity and claim information in their records for a period not less than five years. Wisconsin Medicaid recommends providers maintain the STAT-PA Specialized Medical Vehicle Worksheet in their files. Regardless of what STAT-PA method is used, providers will receive, by mail, a confirmation notice indicating the assigned PA number and the STAT-PA decision. This confirmation notice should be maintained as a permanent record of the transaction.

Helpful Hints
*   In touch-tone telephone transactions, the provider is given three attempts at each field to correctly enter the requested data. Failure to enter any data within three minutes ends the telephone connection.
*   Providers are allowed five PA requests per connection for touch-tone telephone and help desk.
*   The decimal point for diagnosis codes is not required when entering a STAT-PA request by touch-tone telephone; however, all digits of the codes must be entered.
*   The first DOS entered by the provider may be up to 31 calendar days in the future.
*   In the event that the STAT-PA system is unavailable, the PA request may be backdated up to four calendar days.
*   Providers needing to enddate a PA request due to a change in prescription may do so through the STAT-PA help desk. The help desk correspondent will assist the provider though this process.
*   The help desk is available to all STAT-PA users. Providers who are experiencing difficulties with the system, may call the help desk.

ATTACHMENT 2
STAT-PA Specialized Medical Vehicle Worksheet

(The "STAT-PA Specialized Medical Vehicle Worksheet"
is located on the following page.)

WISCONSIN MEDICAID
STAT-PA SPECIALIZED MEDICAL VEHICLE WORKSHEET

Providers may find it helpful to enter the information requested in each category in the spaces provided to the right of each item before connecting to the Specialized Transmission Approval Technology-Prior Authorization (STAT-PA) system.

Name — Recipient	
Prior Authorization Number The STAT-PA system will indicate the seven-digit PA number at the end of the transaction. Please record the number here.	—— —— —— —— —— —— ——

STAT-PA WORKSHEET
The STAT-PA system will ask for the following items in the order listed below.

Wisconsin Medicaid Provider Number Enter the provider's eight-digit Medicaid provider number.	—— —— —— —— —— —— —— ——
Recipient Medicaid Identification Number Enter the recipient's ten-digit Medicaid identification number. This can be found on the recipient's Medicaid identification card.	—— —— —— —— —— —— —— —— —— ——
Procedure Code of Service Requested Enter procedure code S0209 (Wheelchair van, mileage, per mile)	Enter *73 0 2 0 9
Diagnosis code Enter diagnosis code V63.0	Enter *83 6 3 0
Place of Service (POS) Code Enter the POS code for this trip. The POS code for specialized medical vehicle providers may be "**03**" (School), "**04**" (Homeless Shelter), "**05**" (Indian Health Service Free-Standing Facility), "**06**" (Indian Health Service Provider-Based Facility), "**07**" (Tribal 638 Free-Standing Facility), "**08**" (Tribal 638 Provider-Based Facility), "**11**" (Office), "**12**" (Home), "**21**" (Inpatient Hospital), "**22**" (Outpatient Hospital), "**23**" (Emergency Room — Hospital), "**24**" (Ambulatory Surgical Center), "**31**" (Skilled Nursing Facility), "**32**" (Nursing Facility), "**50**" (Federally Qualified Health Center), "**51**" (Inpatient Psychiatric Facility), "**54**" (Intermediate Care Facility/Mentally Retarded), "**71**" (State or Local Public Health Clinic), "**72**" (Rural Health Clinic), or "**99**" (Other Place of Service).	—— ——
Requested Date of Service (DOS) Enter the date in the eight-digit MMDDYYYY format. The first DOS entered may be up to 31 calendar days in the future. In the event that the STAT-PA system is unavailable at the time the service is provided, the PA request may be backdated up to four calendar days.	—— —— —— —— —— —— —— ——
Number of days allowed by prescription	
Completed Certification of Need for Specialized Medical Vehicle Transportation Form on File?	1 = YES 2 = NO
Prescription Date Enter the eight-digit signature date on the prescription in MMDDYYYY format. The prescription date cannot be more than six months in the past from the requested grant date.	—— —— —— —— —— —— —— ——

REMINDER: A PA number will be assigned at the end of the transaction. Please enter the assigned PA number in the space provided at the top of this worksheet below the recipient's name.